

# Enterprise Incident Report November 2012

As of 12/4/2012

## Financial Institutions

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Financial Institutions	Help Desk	James Stearns	0 0	1 1	1 1
		Julie VanBeekum	0 0	1 1	1 1
		Sarah Johnson	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 2	3 2
	Metro A Desktop Support	Bruce Stewart	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 2	2 2
		Liz Evans	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	3 3	3 3
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0

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			High	Low	FCR Total
Financial Institutions	Technical Lead/Project Manager	John Stephenson	0 0	2 0	2 0
		Mart Gardner	1 0	0 0	1 0
		Assigned to Individual Total	1 0	2 0	3 0
	Assigned Group Total		1 0	11 5	12 5
Customer Company Total			1 0	11 5	12 5

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Financial Institutions	Help Desk	James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 1	1 1
		Sarah Johnson	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 1	3 1
	Metro A Desktop Support	Bruce Stewart	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	2 0
		Liz Evans	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0

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## Financial Institutions

			High	Low	MIR Total
Financial Institutions	Technical Lead/Project Manager	John Stephenson	0 0	2 0	2 0
		Mart Gardner	1 1	0 0	1 1
		Assigned to Individual Total	1 1	2 0	3 1
	Assigned Group Total		1 1	11 1	12 2
	Customer Company Total		1 1	11 1	12 2

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Financial Institutions	Help Desk	James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 1.26	1 1.26
		Sarah Johnson	0 0.00	1 0.11	1 0.11
		<b>Assigned to Individual Total</b>	0 0.00	3 0.45	3 0.45
	Metro A Desktop Support	Bruce Stewart	0 0.00	2 0.07	2 0.07
		<b>Assigned to Individual Total</b>	0 0.00	2 0.07	2 0.07
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.00	2 0.00
		Liz Evans	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.00	3 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.87	1 0.87
		<b>Assigned to Individual Total</b>	0 0.00	1 0.87	1 0.87

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## Financial Institutions

			High	Low	ATTIR Total
Financial Institutions	Technical Lead/Project Manager	John Stephenson	0 0.00	2 0.60	2 0.60
		Mart Gardner	1 2.23	0 0.00	1 2.23
		Assigned to Individual Total	1 2.23	2 0.60	3 1.14
	Assigned Group Total		1 2.23	11 0.32	12 0.48
Customer Company Total			1 2.23	11 0.32	12 0.48

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## Financial Institutions

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Financial Institutions	Help Desk	James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0
		Sarah Johnson	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Metro A Desktop Support	Bruce Stewart	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	2 0
		Liz Evans	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0

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## Financial Institutions

			High	Low	MR Total
Financial Institutions	Technical Lead/Project Manager	John Stephenson	0 0	2 0	2 0
		Mart Gardner	1 1	0 0	1 1
		Assigned to Individual Total	1 1	2 0	3 1
	Assigned Group Total		1 1	11 0	12 1
	Customer Company Total		1 1	11 0	12 1



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## Financial Institutions

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Financial Institutions	Help Desk	James Stearns	0 0.00	1 0.19	1 0.19
		Julie VanBeekum	0 0.00	1 2.52	1 2.52
		Sarah Johnson	0 0.00	1 0.31	1 0.31
		<b>Assigned to Individual Total</b>	0 0.00	3 1.01	3 1.01
	Metro A Desktop Support	Bruce Stewart	0 0.00	2 0.07	2 0.07
		<b>Assigned to Individual Total</b>	0 0.00	2 0.07	2 0.07
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.15	2 0.15
		Liz Evans	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.10	3 0.10
	Strategic Communications	Dennis Rogers	0 0.00	1 4.60	1 4.60
		<b>Assigned to Individual Total</b>	0 0.00	1 4.60	1 4.60

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## Financial Institutions

			High	Low	ATTR Total
Financial Institutions	Technical Lead/Project Manager	John Stephenson	0 0.00	2 3.98	2 3.98
		Mart Gardner	1 23.59	0 0.00	1 23.59
		Assigned to Individual Total	1 23.59	2 3.98	3 10.52
	Assigned Group Total		1 23.59	11 1.46	12 3.30
Customer Company Total			1 23.59	11 1.46	12 3.30

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## Financial Institutions

### Detail

<b>INC000000607387</b>	Paul Allred	Application	None	Gmail		TIR Missed: Yes	2.23
	Technical Lead/Project Manager	Mart Gardner	Financial Institutions	High	Closed	TTR Missed: Yes	23.59
<b>INC000000607396</b>	Mark Tisch	Application	Password	Utah Master Directory		TIR Missed: Yes	1.26
	Help Desk	Julie VanBeekum	Financial Institutions	Low	Closed	TTR Missed: No	2.52
<b>INC000000607601</b>	Aleta Sumner	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.14
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Closed	TTR Missed: No	0.14
<b>INC000000608433</b>	Paul Allred	None	None	None		TIR Missed: No	0.97
	Technical Lead/Project Manager	John Stephenson	Financial Institutions	Low	Resolved	TTR Missed: No	4.01
<b>INC000000608442</b>	Mark Peterson	None	None	None		TIR Missed: No	0.23
	Technical Lead/Project Manager	John Stephenson	Financial Institutions	Low	Resolved	TTR Missed: No	3.96
<b>INC000000608452</b>	Mark Peterson	Mobile Devices	None	iPhone		TIR Missed: No	0.11
	Help Desk	Sarah Johnson	Financial Institutions	Low	Closed	TTR Missed: No	0.31
<b>INC000000608458</b>	Sonja Long	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Financial Institutions	Low	Closed	TTR Missed: No	0.00
<b>INC000000608559</b>	Orla Peck	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Financial Institutions	Low	Closed	TTR Missed: No	0.00
<b>INC000000613364</b>	Sonja Long	EIS Hardware	Printer	None		TIR Missed: No	0.87
	Strategic Communications	Dennis Rogers	Financial Institutions	Low	Resolved	TTR Missed: No	4.60
<b>INC000000613618</b>	Eva Rees	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Financial Institutions	Low	Resolved	TTR Missed: No	0.30
<b>INC000000613894</b>	Alan Lacey	Network	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617499</b>	Brian Atkinson	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Financial Institutions	Low	Resolved	TTR Missed: No	0.19